

Frequently Asked Questions

1. I am enrolled in TRICARE Prime - does that include Dental?

NO. TRICARE Dental Program is a voluntary insurance program that requires direct enrollment with UCCI.

2. Can I use next year's money to get all of my work done now?

NO. \$1200 maximum per enrollee per contract year (starts 1 Feb).

3. I enrolled in TDP and sent my premium 4 months ago and now when I need care I'm told I am not properly enrolled.

Incorrect (insufficient) premium may have been paid. Must verify enrollment by phone or email before use.

4. My husband changed our enrollment from "family" plan to "single" plan before leaving the states. He has been deployed for the past 3 months and now I find out that we have been paying for the family plan for the past year. How do I get a refund?

Must contact UCCI directly. All billing, enrollment, coverage and claims questions should be directed to UCCI.

5. My dentist will not do silver fillings, OK to get the white?

White filling on posterior tooth technically not covered. But, an allowance is made for a comparable silver filling. In the overseas area, the difference in cost between a white and silver filling is covered by the government, so effectively all costs are covered.

6. I need braces again is that covered twice?

Coverage is based upon utilization of lifetime maximum \$1500, but duplicate services are not covered. We recommend a request for pre-determination from UCCI.

7. My mom is my legal dependent, how do I enroll her?

Unfortunately, your mom is not eligible. Only spouses and unmarried children are eligible.

8. I just reenlisted why did UCCI drop my family coverage?

Any change in personnel data may affect your DEERS information. All UCCI enrollment data is based upon proper DEERS update.

9. Are my kids automatically covered for Dental?

Once enrolled in a family plan, all eligible family members are covered. Exceptions- child less than age 4 may be enrolled & child residing away from home may be excluded.

10. I want to be sedated for dental care - is that covered?

Yes and No. The IV sedation or general anesthesia is covered (by report) if medically or dentally indicated with no co-payment if overseas. BUT, the cost for any

hospitalization, operating room and post-operative expenses is not covered by TDP nor TRICARE medical benefits.

11. I'm stationed in California, but my kids are living in the Philippines. How do they get dental care?

TDP is available worldwide. FM can obtain provider names from SOS, local TRICARE POC or directly from TPLA. Further details and forms can be obtained from the TRICARE POC, UCCI online, and TPLA dentist. All claims will be filed directly with UCCI.

12. I found a doctor close to home. Can I use this doctor instead of the one SOS recommended?

If AD, no. Must use listed provider in accordance with AD Dental Program. If FM seeking orthodontic treatment, no, must use listed provider in accordance with UCCI guidelines. If FM seeking other treatment, yes, any dentist of choice can be used.

13. I was TDY to the states and had to go to a civilian dentist for an emergency. How does the bill get paid?

If WESTPAC remote AD enrollee, bill goes to Wisconsin Physician Services. If non-remote, bill goes to military DTF at home base. If FM, submit claim directly to UCCI.

14. I've been stationed in a remote location for 2 years. When I go back to the states on leave, I will not be near a military base. Can I go to a civilian dentist to get all my dental care taken care of?

If AD, no. Must use a military DTF or locally available care at your duty location. If FM, yes, TDP covers you worldwide, but different co-payment rules apply.